



- Meets NENA ALI Query Service (AQS) Standard and HTTP Enabled Location Determination (HELD).
- Will support all NENA functionality (such as Additional Caller Data) as the specifications are finalized.



# NG911

Customer: Counties of Southern Illinois  
 Address: On File

Attention: Michael Ramsey

EIN: On File

Comments: 2 x Router/Controller with 47 positions, Installation Services: 2 Hosted Sites + 3 PSAPs

Date: December 22, 2010

Quote Number: 100909-02-BW\_V13

Quote valid until

No.	Qty	P/N	Item Description	Unit Price USD	Extended Price
<b><u>System</u></b>					
1	2	V3250018	IQ1500L-SR Includes 6 slot cPCI system, dual power supply	\$7,536	\$15,072
2	4	V3219911-2	T1 Trunk Interface Kit - half card Includes 8 span T1 interface card, rear transition module, 3200 MIPS DTMF Mezzanine, PRI signalling, shielded IQI to dual CHAMP cable, 8 port RJ48 patch panel, 2 ethernet cable.	\$10,664	\$42,656
3	4	V3250068	HD VOIP Trunk Interface Kit - Half card HD VoIP Trunk interface and rear transition module (256 ports) and 8 ethernet cables	\$11,670	\$46,680
<b>System Components</b>					<b>\$104,408</b>
<b>System</b>					<b>\$104,408</b>
<b><u>Application Licenses</u></b>					
	2		SR and Guardian Application Software Guardian application licensed for 896 ports and redundant VSOS base license for EdgelQ ,	\$54,092	\$108,184
	47		Guardian Operator Position License License per user	\$8,500	\$399,500
	55		Call Taker - Liberty Shield / PC Bundles. w/ 2 - 19' monitors usb / keyboard & mouse W/HEADSET	\$1,977	\$108,735
<b>Total Application</b>					<b>\$616,419</b>
<b><u>Accessories</u></b>					
1	2	V3250031	Admin Server 1U Server, Dual Core Xeon processor, 2048MB, 160 Gig HD, Remote Admin and Etrust AV	\$3,408	\$6,816
2	8	V3250057	LIST/ECRF/LVF - GIS DATA Application Server App Server	\$7,072	\$56,576
3	2	V3250080	Guardian FT Application & Proxy Servers App Server	\$31,139	\$62,278
4	47	V3250087	Guardian Operator Position Ancillary Items and Licensing Operator Position Software	\$534	\$25,098
5	2	B2213278-1	UPS 3000 VA 120V Rackmount SmartUPS 3000 VA RM 120V	\$3,234	\$6,468
6	47	V3250072	Position Audio Control Module (PAC)	\$1,913	\$89,911

			For radio headset integration		
7	27	B2213411-1	COM Device Server (2-port) 2-port Serial to Ethernet converter	\$353	\$9,531
8	2	C2213034-1	Line Printer (serial interface) Line Printer (Oki ML 186)	\$686	\$1,372
9	2	B2213057-1	Printer cable (10') Printer cable (parallel)	\$41	\$82
10	2	P-CABINET-4	42U Cabinet Kit 42U Cabinet Kit	\$2,634	\$5,268
11	2	P-KVM-STD4	4 Ports Standard KVM Bundle 4-Port Standard KVM Bundle	\$1,810	\$3,620
12	4	P-TDD-4CAL	TDD 4 Modem Kit TDD 4 Modem Kit	\$4,013	\$8,026
13	47	AASTRA-675	Aastra SIP Phone Aastra 6757i SIP Phone	\$323	\$15,181
14	2	V32109IK	Install Kit Includes Two Sonicwall Firewall with shelf and cables, 1 Standard Dual Feed power distribution kit.	\$7,778	\$15,556
15	2	V3250051	Server for IPPBX 1U Server for IPPBX (required for 25+ extensions)	\$5,181	\$10,362
16	2	PBX-OFF-50	IPPBX Software Office Pro 50 IPPBX Software Office 50 seats (incl. 1y upg & requires separate server)	\$5,704	\$11,408
17	47	B3211264-1	Stand-alone Recording Software (IRR) Local Instant Recall Recorder with HASP	\$796	\$37,412
18	1+1		<b>Primary / Parallel Recorder - MIS / IRR Package Bundle</b>	<b>\$73,844</b>	<b>\$73,844</b>
19	20		<b>GATEWAYS</b>	<b>\$858</b>	<b>\$17,160</b>
20	2+2		<b>SBC'S-xx</b>	<b>\$282,166</b>	<b>\$282,166</b>
			<b>Total Accessories</b>		<b>\$738,135</b>
			<b>SUB TOTAL</b>		<b>\$1,458,962</b>

Quote Number: 100909-02-BW\_V13

Quote valid until

31-Jan-11

30					\$0
				Less options discount	\$0
				Total Options	\$0
			<u>Ancillary Services</u>		
1	1	V3219867	Hardware Verification Pricing	\$2,500	\$2,500
			This fee applies should CSI choose to supply their own variant of Call Taker/		
2	2	V3219806	LIST/ECRF/LVF- GIS DATA Integration Services	\$22,500	\$45,000
			ECRF Integration Services		
3	3	V3219867	Install Travel and Living Expenses - First Day	\$2,500	\$7,500

			Travel and Living Expenses - First day		
4	30	V3219868	Install Travel and Living Expenses - Subsequent Day(s)	\$255	\$7,650
			Travel and Living Expenses - Subsequent Day(s)		
5	3	V3219869	Install Weekend T&L Premium	\$255	\$765
			Travel and Living Expenses - Subsequent Day(s)		
6	30	V3219870	Installation Services - Daily Rate	\$1,300	\$39,000
			Installation Services - Daily Rate		
7	1	V3219871	Training Travel and Living Expenses - First Day	\$2,500	\$2,500
			Travel and Living Expenses - First day		
8	8	V3219872	Training Travel and Living Expenses - Subsequent Day(s)	\$255	\$2,040
			Travel and Living Expenses - Subsequent Day(s)		
9	1	V3219876	Installation and Management Course (Customer Site) - 5 days	\$6,000	\$6,000
			Installation and Management Course at Customer Site (8 students max)		
10	1	V3219878	Guardian Train-the-trainer - max 2 students - 2 days	\$2,400	\$2,400
			Guardian Administration and Operator training course - max 5 students - 2 days		
11	1	V3219812	Shipping charges	\$9,990	\$9,990
			Shipping and handling		
12	10	V3219821	Project Management - SYSTEM	\$5,393	\$53,934
			Project Management -		
13	1	V3219865	Annual Comprehensive System Support - Year 1 - Warranty	\$75,353	Included
			Annual System Support - Year 1 - Warranty		
14	1	V3219866	Annual Comprehensive System Support Renewal - Year 2	\$75,353	\$75,353
			Annual System Support Renewal - Year 2		
15	1	V3219842	Annual Comprehensive System Support Renewal - Year 3	\$87,706	\$87,706
16	47	BBSI	<b>INSIGHT GIS MAP-ALI SW</b>	<b>2,100.00</b>	<b>\$98,700</b>
			<b>Total Services</b>		<b>\$441,038</b>

**EXHIBIT C**  
**EQUIPMENT AND SOFTWARE PURCHASED BY CSI**

The equipment listed in this Exhibit C includes hardware to be located at the PSAPs, including work stations, telephones, routers, gateways and other related equipment. CSI will provide equipment space, backup power and UPS unit(s) at the PSAPs.

Hardware specifications are subject to change due to product line changes by COTS equipment manufacturers. Current specifications are provided below:

Position PC:

Manufacturer: Dell

Model: Vostro 430 Mini Tower H57

Memory: 4GB Dual Channel DDR3 SDRAM 1333 MHz – 4 DIMMs Vostro

Processor: Pentium Dual Core, G6950 / 2.80GHz, 3M, Vostro

Keyboard: Dell QuietKey Keyboard, 104, US Vostro

Video Card: Nvidia G310, M114n, Vostro

Hard Drive: 160GB Serial ATA Hard Drive (7200 RPM) w/DataBurst Cache Vostro

OS: XP Pro, SP3 Vostro

Mouse: Dell Optical USB Mouse Vostro

CD-ROM: 16X (DVD +/-RW) Burner Drive Vostro

Speakers: Dell AX210 USB Stereo Speakers Vostro

Power: 125V AC

Software licenses, manufacturer warranties and support terms and conditions will be provided during implementation.

NG-911 shall provide software that will run on the work stations at the PSAPs, including:

- call-handling
- mapping; provided, that on or before execution of this Agreement, CSI will advise NG-911 of any PSAPs which choose to deploy purchased Insight mapping products provided by BullBerry Systems, Inc.

# Units	Item #	Description	Unit Price	Extension
47		Guardian Operator Position License - License per user	\$8,500	\$399,500
47		Call Taker - Liberty Shield / PC Bundles, including usb, keyboard, mouse and headset	\$1,654	\$77,738
47	BBSI	INSIGHT GIS MAP-ALI SW for radio headset integration	\$2,100	\$98,700
47	V3250072	Position Audio Control Module (PAC)	\$1,913	\$89,911
2	P-KVM-STD4	4 Ports Standard KVM Bundle	\$1,810	\$3,620
47	AASTRA-6757I	Aastra 6757i SIP Phone	\$323	\$15,181
4	P-TDD-4CALLS	TDD 4 Modem Kit	\$4,013	\$16,052
20		Gateways	\$858	\$17,160
<b>Total:</b>				<b>\$742,960</b>

## CSI PSAP Addresses

- 1    **PSAP**                      FLORA POLICE DEPT  
    **ADDRESS:**                123 N. LOCUST STREET, FLORA
  
- 2    **PSAP**                      JACKSON COUNTY SHERIFF'S OFFICE  
    **ADDRESS:**                1001 MULBERRY STREET, MURPHYSBORO
  
- 3    **PSAP**                      MURPHYSBORO POLICE DEPARTMENT  
    **ADDRESS:**                211 N. 11TH STREET, MURPHYSBORO
  
- 4    **PSAP**                      CARBONDALE POLICE DEPARTMENT  
    **ADDRESS:**                501 S. WASHINGTON STREET, CARBONDALE
  
- 5    **PSAP**                      SOUTHERN ILLINOIS UNIVERSITY  
    **ADDRESS:**                701 S. WASHINGTON STREET, CARBONDALE
  
- 6    **PSAP**                      JOHNSON COUNTY SHERIFF'S OFFICE  
    **ADDRESS:**                115 N. 5TH STREET, VIENNA
  
- 7    **PSAP**                      MARION POLICE DEPARTMENT  
    **ADDRESS:**                100 S. MADISON, MARION
  
- 8    **PSAP**                      SALEM POLICE DEPARTMENT  
    **ADDRESS:**                201 S. ROTON, SALEM, IL
  
- 9    **PSAP**                      CENTRALIA POLICE DEPARTMENT  
    **ADDRESS:**                222 S. POPLAR STREET, CENTRALIA, IL
  
- 10   **PSAP**                      METROPOLIS POLICE DEPARTMENT  
    **ADDRESS:**                1020 BROADWAY STREET, METROPOLIS, IL
  
- 11   **PSAP**                      MASSAC COUNTY SHERIFF  
    **ADDRESS:**                1020 BROADWAY, METROPOLIS
  
- 12   **PSAP**                      DuQUOIN POLICE DEPARTMENT  
    **ADDRESS:**                304 E. POPLAR STREET, DuQUOIN
  
- 13   **PSAP**                      PERRY COUNTY SHERIFF'S OFFICE  
    **ADDRESS:**                12 E. WATER STREET, PINCKNEYVILLE
  
- 14   **PSAP**                      PULASKI COUNTY SHERIFF'S DEPARTMENT  
    **ADDRESS:**                500 ILLINOIS AVENUE, MOUND CITY

- 15 **PSAP** HERRIN POLICE DEPARTMENT  
**ADDRESS:** 321 N. 14TH STREET, HERRIN
- 16 **PSAP** WABASH COUNTY 911  
**ADDRESS:** 120 E. FOURTH STREET, MOUNT CARMEL
- 17 **PSAP** SALINE COUNTY E91-1  
**ADDRESS:** 1 NORTH MAIN STREET, HARRISBURG
- 18 **PSAP** UNION COUNTY SHERIFF'S OFFICE / 911  
**ADDRESS:** 307 W. MARKET STREET, JONESBORO
- 19 **PSAP** RICHLAND COUNTY SHERIFF'S OFFICE / OLNEY PD  
**ADDRESS:** 310 S. WHITTLE AVENUE, OLNEY \*\*TEMPORARILY
- 20 **PSAP** WHITE COUNTY SHERIFF'S DEPARTMENT  
**ADDRESS:** 108 N. MAIN CROSS, CARMEL
- 21 **PSAP** WILLIAMSON COUNTY SHERIFF'S OFFICE  
**ADDRESS:** 200 W. JEFFERSON STREET, MARION

## EXHIBIT C-1

### EQUIPMENT AND SOFTWARE TO BE PURCHASED BY CLEARWAVE

The equipment listed in this Exhibit C-1 includes hardware to be located at the two data centers, including servers, racks, UPS, network components, telephone equipment, cabling, monitors and other related equipment.

(2) Solacom selective routers and related hardware and software

Fault Tolerant Server

Dell quad core Xeon Server 610 or equivalent

Session Border Controllers

NG-911 shall provide software that will run on the servers at the two data centers, including

- IP selective routing
- call-handling
- database management
  - legacy
  - transitional to i3
- operating system
- mapping
  - GIS data
  - Map data
- network
  - Monitoring
  - Traffic
- anti-virus
- Management information services
  - Network recording

ITEM	#UNITS	UNIT PRICE	EXTENDED PRICE
42U Cabinet kit	2	2,634	\$5,268.00
Admin servers with software	2	3,408	\$6,816.00
Comm device servers/ serial to ether	27	353	\$9,531.00
Firewall-power install kit	2	7,778	\$15,556.00
Guardian FT app. And proxy servers	2	31,139	\$62,278.00
HD VOIP Trunk Interface kit	4	11,670	\$46,680.00
IIT network design			\$65,000.00
Installation travel			\$54,915.00
IP PBX software	2	5,704	\$11,408.00
IQ 1500 SL -SR	2	7,536	\$15,072.00
LISt services -year one			\$54,000.00 <sup>1</sup>
LIST/ ECRF/LVF/ GIS integration serv.	2	22,500	\$45,000.00
LIST/ ECRF/LVF/ GIS servers	8	7,072	\$56,576.00
Network Interface devices	21	1,900	\$39,990.00

Primary / Parallel recorder-MIS/ IRR	1	73,844	\$73,844.00
Project Management			\$53,934.00
Server for IP PBX	2	5,181	\$10,362.00
Session Border Controls	2	120,000	\$280,767.00 <sup>2</sup>
Shipping			\$9,990.00
SR & Guardian application	2	54,092	\$108,184.00
Stand alone recording software	47	796	\$37,412.00
T1 Trunk Interface Kit	4	10,664	\$42,656.00
Training			\$12,940.00
Up front maintenance			\$75,353.00
UPS 300 va 120V	2	3,234	\$6,468.00

Total: \$1,200,000.00

<sup>1</sup> Cost based upon 150,000 records x \$.03 per record = \$4,500 /Mo. = \$54,000 /Yr.

<sup>2</sup> Actual cost of Session Border Controller to be verified.

## EXHIBIT D

### STATEMENT OF WORK

The following shall comprise the services to be provided by NG-911 (the “Work”):

1. Deliver and install IPSRs to two CSI data centers.

NG-911 shall provide professional services for work at the data centers, including project management, shipping, staging, installation, IT and administrative training, and as-built documentation.

2. Deliver and install work stations at 21 PSAPs, configured per the Proposal.

NG-911 shall provide professional Services for work at the PSAPs, including project management, shipping, staging, installation, IT and administrative training, as-built documentation and dispatcher training.

3. Project manage the installation of equipment and connectivity with the network provided by Clearwave.
4. Coordination with network designer and vendor and testing groups.
5. Establishment of testing parameters and client acceptance checklist.
6. Coordinate and implement cut-over plan.
7. Assist in drafting Plan to submit to ICC.
8. Assist with representation of CSI in ICC proceedings. Provide testimony of NG-911 personnel as requested by CSI for regulatory proceedings.
9. Support and Maintenance, in accordance with the Maintenance Agreement attached hereto as Exhibit E.
10. Provide on-going LIST/ECRF/LVF Services at the rates set forth in Exhibit F. The parties acknowledge that in Exhibit A to this Agreement, there are references to RedSky Technologies, Inc., as the provider of LIS equipment and services; and that during December of 2010, the parties agreed to utilize the services of 911 Datamaster, Inc. to provide ECRF/LVF functionality with the capability of migration to a full LIS in lieu of a LIS from RedSky. Attached to this Exhibit D and incorporated herein by reference as though fully set forth is correspondence from Datamaster dated January 6, 2011 with product descriptions.

## EXHIBIT E MAINTENANCE AGREEMENT

This Maintenance Agreement (“Maintenance Agreement”) is Exhibit E to the Purchase and Maintenance Agreement for an IP-Based Next Generation 9-1-1 Communication System (“Agreement”).

### **1.0 TERM AND PAYMENTS**

- 1.1 The Maintenance Agreement shall start upon the installation and successful testing of the Equipment by NG-911 (the Maintenance Commencement Date, as defined in Exhibit F), but in any event, no later than the earlier of 18 months after delivery of the Equipment or 12 months after installation of the Equipment, and shall continue for 120 calendar months.
- 1.2 CSI shall pay to NG-911 for maintenance, the amounts and on the dates set forth in Exhibit F to the Agreement; plus the amounts, if any, due for other services rendered in accordance with Section 3.0 of this Maintenance Agreement. All invoices submitted to CSI are due upon receipt.
- 1.3 The Maintenance Agreement costs include monthly on-site visits, including Preventive Maintenance visits every 6 months, during the term of the Agreement. Should more than one monthly on-site visit be required during contract term, CSI shall pay reasonable and customary travel expenses for the NG-911 Technical Support personnel, defined as the actual airfare and a per diem rate as listed on the GSA web site.

### **2.0 ON-SITE MAINTENANCE SERVICES**

The parties acknowledge that NG-911 will be providing equipment and software manufactured and/or produced and/or licensed by its subcontractors, including without limitation, Solacom Technologies, Inc., 911 Datamaster and BullBerry Systems, Inc. This Maintenance Agreement is intended to set forth the entire agreement of the parties with respect to all such equipment and software provided by NG-911 and its subcontractors. Under certain circumstances, NG-911 will provide direct maintenance; and under other circumstances, the subcontractors will provide direct maintenance. In either event, NG-911 is ultimately responsible for the services described herein.

#### **2.1 PREVENTIVE MAINTENANCE**

NG-911 shall provide preventive maintenance as outlined in Exhibit 1 to maintain in good operating condition, the Equipment defined in Exhibit C and C-1 to the Agreement, to which this Maintenance Agreement is Exhibit E.

#### **2.2 REMEDIAL EQUIPMENT AND SOFTWARE MAINTENANCE**

NG-911 shall provide necessary remedial on-site equipment and software maintenance, subject to the conditions outlined below, 24 hours per day, 7 days per week, during the Term. Such maintenance shall apply only to the Equipment and only so long as the Equipment is located in the same site or sites where originally installed. Remedial software maintenance shall provide for keeping all software produced by Solacom that is installed within the Equipment free of Software Errors.

### 2.3 SOFTWARE MAINTENANCE

Solacom shall provide software maintenance as outlined in the Software Update Policies and Procedures contained in Exhibit 2. Any patches and/or fixes to correct operational problems with Solacom software shall be done in a timely manner. Further, while the initial contact will be with NG-911, should the need arise, CSI shall be entitled to make direct contact with, and shall have access to the Solacom Technical Support Group regarding software and upgrades.

### 2.4 CONDITIONS

(a) Any maintenance to be performed pursuant to Sections 2.1 to 2.3 shall be subject to the following conditions and no on-site maintenance shall be performed by NG-911 unless CSI complies with the conditions set out hereafter.

(b) In the event that a fault or problem with the Equipment is discovered by CSI staff, CSI shall contact NG-911 by telephone, (or by remote automated alarm notification, if installed). NG-911 shall respond to such telephone trouble report (or remote alarm notification) with the actions and within the time limits shown in Exhibit 3.

(c) Before traveling to the CSI Equipment site, a NG-911 maintenance person shall carry out remote diagnostics via an IP Broadband operation by means of a remote maintenance position located at a NG-911 or its subcontractor. In addition, a NG-911 maintenance person shall communicate by phone with CSI technical personnel at the site of the installed Equipment. The purpose of carrying on diagnostics first by means of a remote maintenance position and by telephone is to either attempt to correct the fault in the shortest time without the NG-911 maintenance person having to travel to the site, or to ascertain which components have to be brought on-site to correct the fault. However, in no event shall NG-911 have the authority to charge travel expenses to CSI unless so authorized by the person designated by CSI for that purpose. Upon execution of this Maintenance Agreement, CSI will designate the appropriate contact person.

When detecting a fault with the Equipment or receiving a phone call from CSI, a NG-911 maintenance technician will connect to the equipment to gather system error codes and diagnostic messages which are automatically logged within the Equipment upon detection of a system problem. It is the purpose of remote maintenance for NG-911 to retrieve such stored messages, interpret them and, if possible, carry out additional remotely triggered automatic tests in order to isolate an existing or potential fault, and repair said fault remotely if possible, and notify CSI of any actions taken. Should NG-911 require the execution of a test which potentially

interferes with the normal operation of the Equipment, NG-911 shall first request permission for the execution of the test from CSI and shall carry out the test in close cooperation with CSI.

(d) In the event that no diagnostics or error messages are retrieved from the Equipment during a scheduled remote access procedure, indicating that the Equipment operates in all likelihood normally, NG-911's responsibility is limited to clearing the alarm if possible and notifying CSI by phone or if requested by CSI, sending a brief report to CSI attesting to the fact that the remote maintenance action has occurred and that no service affecting fault has occurred nor appears imminent.

(e) Maintenance performed pursuant to Sections 2.2 and 2.3 includes software and firmware produced by Solacom which may be stored, by way of example only, in Erasable Programmable Read Only Memories (EPROMs), Electrically Erasable Programmable Read Only Memories (EEPROMs), Programmable Read Only Memories (PROMs), floppy or fixed disks or other software or firmware storage media.

(f) Under this agreement, remedial software maintenance is intended solely to help isolate a new and previously unknown to Solacom Software Error existing within the Equipment software or to install software patches and/or fixes. The procedures, priorities, and time-frames to resolve such Software Errors are outlined in the Solacom Software Update Policies and Procedures contained in Exhibit 2. To identify and isolate a Software Error, Solacom may use its discretion in devising an approach which it considers the quickest and most appropriate to isolate the fault. By way of example only, Solacom may set up at a Solacom maintenance center a similar operational environment as that found at CSI's equipment site or it may additionally dispatch a maintenance person to the Equipment location in order to observe the operation of the equipment. For the purpose of obtaining additional data about the Software Error, CSI in cooperation with Solacom shall execute tests which shall not endanger the public or the Equipment operators or impede their normal operation of the Equipment.

(g) This Agreement provides, free-of-charge, new software releases and its associated software configuration for the Solacom manufactured products installed within the Equipment, to the extent and as specified in Exhibit 2. The maintenance of software and firmware is limited to software or firmware included in the description of the Equipment. NG-911 will provide Workstation Support for 36 months and CSI shall have the option to extend Workstation Support for an additional 2 years at an additional cost, as described in Exhibit F.

(h) Maintenance Service shall include the stocking of spare parts (both customer owned and other needed NG-911 spares), providing software upgrades consistent with the comprehensive system support set forth in Exhibit 2, customer access to NG-911 and provision of trained personnel to provide maintenance on the total system on a 24-hour a day basis.

(i) NG-911 will be able to perform alarm monitoring to monitor and respond to critical error messages, conduct remote polling of conditions and faults, or remotely access the System to perform certain maintenance functions. The type of repair response will depend on CSI's equipment and the available remote connections. Alarms will be reset when possible and CSI will be notified of the alarm situation.

(j) Upon alarm notification at NG-911, NG-911 will attempt to Clear the Alarm and repair the problem causing the alarm via remote access as described in Section 2.4 (c). If the alarm or problem causing the alarm cannot be repaired remotely, NG-911 shall contact CSI. CSI is responsible for responding to any alarm identified by NG-911 which cannot be cleared from remote access. At the site CSI shall contact NG-911 to request services, via 2<sup>nd</sup> level technical phone support.

## 2.5 OTHER FAULTS

If remedial maintenance is provided by means of a NG-911 site visit and the fault or service interruption is found to be caused by equipment not provided by NG-911 or by IP network or external telecommunication network or radio attachments or links not maintained or authorized by NG-911, then CSI shall reimburse NG-911 at NG-911's hourly rates shown in Section 3.0 and the actual travel, living and/or incidental expenses incurred by NG-911.

## 2.6 PARTS AND CONNECTION COSTS

Subject to the conditions outlined in Exhibit 4, the repair of failed parts necessary to insure the proper functioning of the Solacom equipment shall be furnished by NG-911 at no additional cost to CSI and all such Parts replaced under preventive or remedial maintenance shall remain the property of CSI except for parts that are temporarily replaced and/or loaned to CSI. Parts that are temporarily replaced and/or loaned to CSI shall remain the property of NG-911. The costs of the remote maintenance position, IQ Admin, modem attachments, and all telephone charges and/or internet access charges incurred by NG-911 to dial into or otherwise connect with the Equipment shall be borne by NG-911.

## 2.7 EXCLUSION

The maintenance charges under this agreement do not include parts which are consumed by the equipment to sustain its normal operation and it specifically excludes for NG-911 to assume the cost of the following:

- (a) supplies such as ribbons, cards, paper tape, magnetic tape and disks;
- (b) refinishing or painting of the Equipment;
- (c) moving or re-installation of any part of the Equipment;
- (d) repair of Equipment damage attributable to a substantial deviation from standard practices or gross negligence of CSI;
- (e) repair of Equipment which was not under an equipment maintenance contract from Solacom immediately prior to the commencement date of maintenance;
- (f) other causes described in Paragraph 3.